

Validation

Fig. 6

1. User Profiles

2. Templates

3. Create

4. Template Definitions

5. Validations

6. Select Test Details

7. Field Categories

8. Name Tags

9. Modify

10. Copy Template Definition

11. Reporting Periods

12. Entities

13. Reports

14. Entities Entry

Template : Tester metrics

Fields :

Change Parameters

ComboBox

Condition	Message	Process
<div>Selected one</div>		<div>Yes</div>
<div>Selected one</div>		<div>Yes</div>
<div>Selected one</div>		<div>Yes</div>
<div>Selected one</div>		<div>Yes</div>
<div>Selected one</div>		<div>Yes</div>

OK

Cancel

Apply

Modifying The Template

Fig. 13

Field Name : FieldName4
 Field Length : 25
 Field Type : CHAR (25)
 Field Order : 4
 Display Type : Select Box
 Field Label : Select Box Text 4
 Label Style : Normal
 Mouse Text : Mouse Text 4
 Short Label : Test Short 4
 Help Text : Help 4

Field Name : FieldName4
 Field Length : 25
 Field Type : CHAR (25)
 Field Order : 4
 Display Type : Select Box
 Field Label : Select Box Text 4
 Label Style : Normal
 Mouse Text : Mouse Text 4
 Short Label : Test Short 4
 Help Text : Help 4

File Edit View Help
 New Open Save Print Preview Find
 Template Fields
 Field Name Field Length Field Type Field Order Display Type Field Label Label Style Mouse Text Short Label Help Text
 Save

1.4 Define Metric Targets.

User defines the ranges and limits for red, yellow and green targets for each metric on this screen. These target numbers will determine the performance levels of a business which reports that metric. Based on these limits dashboard report will display red / yellow / green traffic lights.

ge-metrics

Create/Modify Metric Targets

Template name: ...
Frequency: Monthly
Report Month: Jan 2000

Field order	Field Name	Weight	Green Level	Yellow Level	Red Level
1	users_supported		Select	Select	Select
2	number_of_calls		Select	Select	Select
4	speed_yield		>= 98	between 94-97	< 94
5	speed_median		Select	Select	Select
6	speed_span		Select	Select	Select
7	abandoned_rate		<= 04	between 04-06	>= 06
8	resolved_on_first_c		>= 6	between 4-5	< 4
10	critical_yield		>= 98	between 94-98	< 94

FIG. 57

3. User Profiles

This function allows to create user profiles and grants access to the templates and entities.
This functionality is further divided into different screens as follows.

3.1 Create User

This function allows to create new user profiles. There are three types of privileges as follows:

Template Administrator

Who can create template and create other two types of users.

Group Administrator

Who can create sub entities and create normal user.

Normal User

Who can enter data into templates and view reports.

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